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Title of the Invention

METHOD AND APPARATUS FOR RENTAL STORAGE SYSTEM

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## Title

## METHOD AND APPARATUS FOR RENTAL STORAGE SYSTEM

## Field of the invention

5 *Sub 1* The present invention relates to a storage system, more specifically, to a charging method based on the reduced initial investment for a storage system, easy volume addition of the storage system, and the used volume of the storage system, and to a storage system for realizing the charging method.

## Background of the invention

10 With the rapid spread of Internet, the amount of data has been increased suddenly in the computer network market, and opportunities to add a storage system also have risen sharply in order to store the enormous data. A solution which can supply volumes timely to an abrupt demand for volumes centering on IDC (Internet Data Center), the so-called storage on-demand has been desired.

20 Each time the volume of a storage system is required, it has been necessary to perform a system adding operation. The system adding operation includes maintenance of power source equipment, ensuring of installing space, planning of an introduction schedule, supply and installation of a system, connection test, and delivery of the system to a user. A great  
25 deal of time and funds are required, so that the system cannot

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be easily added.

To reduce the number of addition times, a high-capacity storage system may be introduced at first. To do this, however, this increases the initial introduction cost which is a problem to a user who does not have enough funds. As a known example to such a problem, there is a function of IBM's "ESS capacity upgrade on-demand".

In this function, in addition to the disk volume to be needed initially, an added disk volume (the capacity upgrade on-demand) is mounted for shipment, so that a user can use the added disk volume whenever necessary. A server processor additionally mounted is extended to enable the added disk volume to be used. The storage on-demand function has the merit of instantly adding and using the excessive added disk on customer demand. After introduction, however, a volume for the capacity upgrade on-demand must be purchased within one year.

The customer judges that a disk must be really added, not when the used disk is actually insufficient, but when the unused area of the usable disk is not enough. Naturally, there may be the case that disk addition is instructed when the total unused area is used and added data cannot be written. Since the system, which has already been in a state that data cannot be written thereinto, cannot be operated substantially, the case is late as the timing to add a disk. A system manager must always grasp the system state and sequentially add a disk to the area to be

insufficient by the disk on-demand.

The disk on-demand solves the speed problem in that the adding operation can be efficient. In an aspect of a prior investment to be performed by predicting that storage data will be increased in the future, the problem how the wasteful prior investment is avoided still remains. Reduction of the added disk volume may be considered. In this case, however, addition opportunities are increased, which may easily exert some influence onto the system's long-time continuous stable operation. Charging opportunities by the disk on-demand are increased so as to provide a complex fee system.

#### Summary of the invention

To solve the foregoing problems, an object of the present invention is to find a disk addition provision method in order to avoid a wasteful prior investment. Specifically, the object of the present invention is to provide a method in which an owner of a storage system rents the storage system to a user and charges for the used volume of the user for a fixed period, wherein timely volume addition corresponding to the user's addition needs is easily provided to the user for a short time, and a wasteful prior investment is reduced.

Another object of the present invention is to review the volume construction and the charged cost of a storage system on a fixed period basis, to enable addition of optimal hardware

such as a disk and a cache memory at the point, and to optimally set the hardware construction.

To achieve these objects, in the present invention, the volume of the storage system can be divided into a basic supplied volume charged for a volume supplied initially to a user (hereinafter, called an initial introduction volume) and an excessive used volume charged for a volume actually used by the user in excess of the basic supplied volume (hereinafter, called an added volume). The storage system has a disk volume, a cache volume, and other elements to construct the storage system more than the user's increase intension, and the user borrows it. An owner of the storage system charges to the user the basic supplied volume and the excessive used volume. Charging for the basic supplied volume is uniform irrespective of the user's actually-used volume. The excessive used volume is charged for the user's used volume for a fixed period.

The initial introduction volume needed by the user is charged from introduction. Charging for the volume more than the increase intension is started to the user's actually-used volume. The unused volume is charged based on a previously concluded contract.

For this reason, the storage system has means for allowing the owner to grasp that the user starts using the system. In addition, the storage system has means for expanding a used area corresponding to the user's storage system increase intension

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and means for recognizing the expanded volume.

Further, in the present invention, a disk volume, a cache volume, and other elements to construct the storage system used by the user of the storage system can be expanded into a given period by an arrangement with the user on a fixed period basis within the range of the volume to be added which is previously mounted on the storage system.

Furthermore, in the present invention, in the case that hardware constructing the storage system rented to the user by the owner is doubled, the main side charges for the normal fee and the sub side charges for a cost lower than that of the main side, so as to reduce the user's investment cost to the storage system.

#### Brief description of the drawings

FIG.1 is a diagram showing the entire system of the present invention;

FIG.2 shows a management table of a disk control unit of a storage system according to an embodiment of the present invention;

FIG.3 is a diagram showing the information flow of the storage system and an information display terminal according to the embodiment of the present invention;

FIG.4 is a diagram showing the information flow of the storage system and the information display terminal according

to the embodiment of the present invention;

FIG.5 is an example of an information management table by users of the storage system according to the embodiment of the present invention;

5 FIG.6 is a diagram showing the charged volume transition to the disk volume of the storage system showing one embodiment of the present invention;

FIG.7 is a flowchart of a charging method to the disk volume of the storage system according to the embodiment of the present invention;

FIG.8 is a diagram showing time required for volume addition to the storage system according to the embodiment of the present invention and the prior art;

FIG.9 is a diagram showing the initial invested volumes to the storage system according to the embodiment of the present invention and the prior art;

FIG.10 is a diagram showing the hardware construction of the storage system of the present invention;

FIG.11 is a diagram showing the rental charging system construction of the storage system of the present invention;

FIG.12 is a flowchart for performing an addition instruction on a user's display terminal;

FIG.13 is a flowchart for performing an addition process in the storage system of the present invention;

FIG.14 is a flowchart for calculating a charge upon

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reception of an addition instruction on an owner's display terminal of the present invention;

FIG.15 is an output screen example of the embodiment displayed on the user's display terminal of the present invention;

FIG.16 is an output screen example of the embodiment displayed on the user's display terminal of the present invention; and

FIG.17 is an output screen example of the embodiment displayed on the user's display terminal of the present invention.

#### Description of the preferred embodiments

Embodiments of the present invention will be described hereinbelow with reference to the drawings.

FIG.1 is a diagram showing the entire system of the present invention. There are an owner and a user of a storage system. A storage system 10 rented by the owner is connected to a line 20 by the user site. The same line is connected to an information display terminal 30 of the owner site. The storage system 10 is equipped with a disk drive 11 for the initial introduction volume and a disk drive 12 more than the user's increase intension. A storage controller 13 of the storage system 10 has a management part 14 for managing the used disk volume and an operation part 15. The operation part 15 is connected to the

storage controller 13 and has an operation panel. More specifically, it is constructed by an SVP 108 shown in the hardware construction of FIG.10. The information display terminal by users 30 of the storage system has a used volume display part 31 for displaying used volume information by users of the storage system.

The management part 14 of the storage system 10 has a table for managing on-demand flag information. The on-demand flag is reset so as to increase the usable volume. The owner of the storage system 10 uses the operation part 15 at shipment of the system to set an on-demand flag on a given logic volume basis to the disk drive 12 and rents the system 10. The management unit is not limited to the logic volume, and may be an RAID group, a physical volume, or an address.

FIG.2 shows a table for managing on-demand flag information. This table manages on-demand volumes, on-demand flag attributes, and the reset time.

In the on-demand volume, all the logic volumes to which the on-demand flags are set are managed. The on-demand flag attributes are all "Set" at shipment, and are recorded into the management table as "Reset" when the flag is reset. Once this flag is reset, the initial state cannot be returned. When the flag is reset, the reset date and time to the second are recorded into the management table. Items managed by the table may be volume numbers in place of the on-demand volume, or may include

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 identification information inherent to the user and system use periods.

5 The operation part 15 shown in FIG.1 can refer to the table and display that the on-demand flag is being set or reset. The user starts using the disk drive 11 for the initial introduction volume of the rented storage system. When the user wishes to increase the volume since the volume is insufficient for using the disk drive 11 for the initial introduction volume, the operation part 15 of the storage system 10 is used to reset the on-demand flag for the volume to be used and to start using the added volume. In other words, the used area corresponding to the user's volume increase intension can be easily expanded within the range of the added volume previously mounted. The information that the user resets the flag to start using the added volume is notified to the information display terminal 15 30 of the owner site, so that the owner can recognize the user starts using the added volume.

20 Notification of the flag reset can be realized by operating the program for that purpose by means of the storage controller 13 of the storage system 10. The dedicated program in part or in whole may be mounted on the information processor of the user side information display terminal and perform reset control via a network. With FIG.3, the information flow of the storage system 10 and the information display terminal 30 will 25 be described.

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The program in the storage controller 13 refers to the on-demand flag management table when the user resets the flag. When in the usable state (the set state), the on-demand flag is reset so that an event occurs. At this time, the management part 14 of the storage system 10 records an on-demand flag attribute and reset time targeted for management information by resetting the on-demand flag. (Step sa1)

With the event of the management part 14, the operation part 15 of the storage system 10 notifies the information that the user resets the flag to start using the on-demand volume to the owner's information display terminal 30 through the line 20. The notification means may be an infrastructure only for this charging system or may use the existing system failure report infrastructure. The notified information may include information managed by the table such as reset time, reset volume, reset volume number, and setting information including identification information inherent to the storage system 10. (STEP sa2)

The information display terminal 30 receives the notification, and the used volume display part 31 displays the used volume information of the user. (STEP sa3).

The information flow with the event of resetting the on-demand flag is described above. When the owner of the storage system wishes to know the use state, the owner can inquire the state. FIG.4 shows the sequence.

The information display terminal 30 accesses the storage system 10 through the line 20 to inquire on-demand flag information. (STEP sb1)

The operation part 15 of the storage system 10 inquired by the information display terminal 30 collects on-demand flag information from the management table of the management part 14 and sends the information to the information display terminal 30 through the line 20. (STEP sb2) (STEP sb3)

The information display terminal 30 receives the information, and the used volume display part 31 displays the on-demand flag information. (STEP sb4)

Specific examples of the owner and the user of the storage system can be as follows.

(1) An owner is a production and sales maker of the storage system, and a user is a data center operator (IDC (Internet Data Center) or ASP (Application Service Provider)).

(2) An owner is a production and sales maker of the storage system, and a user is an end user (a general customer needing storage for actually storing data).

(3) An owner is a data center operator (IDC or ASP), and a user is an end user.

In description of the embodiment of the present invention, this specification describes by assumption that in the case (1), the owner is a production and sales maker of the storage system and the user is a data center operator (IDC or ASP). Other cases

can be the same form so that the present invention can be applied.  
A combination of the owner and user can be other than that of  
the above cases (1) to (3).

In the case (1), the owner includes a person in charge  
of service and maintenance and the person in charge of service  
and maintenance may perform an actual operation. For example,  
upon the user's request, the person in charge of service and  
maintenance may substitutably perform an operation for  
resetting the on-demand flag in the presence of the user.

When in the case (2), the owner is a data center operator  
and the user is an end user, storage is supplied to plural end  
users. The used volume must be managed for each of the end users.  
The management may be performed on a bookkeeping base, or  
dedicated software can be developed to manage the used volume  
by the program.

FIG.5 shows an example of a management table. The managed  
contents include a user ID, a used volume, an added volume, a  
use period, a use starting date, an allocated volume, and a use  
unit cost.

FIG.6 shows one embodiment of the present invention. In  
a method in which the owner of the storage system rents the  
storage system to the user based on a volume plan for a certain  
period and charges for the user's used volume, the disk mounted  
volume of the storage system and the charged volume transition  
are shown.

In FIG.6, a graph vertical axis 40 indicates the disk volume of the storage system and a graph horizontal axis 50 indicates time elapsed since the owner of the storage system rents the storage system to the user. A volume 41 indicated by A is an initial introduction volume of the storage system. A volume 42 indicated by B is an added volume on a fixed period 51 basis. A volume 43 indicated by the broken line is a mounted volume. At initial introduction, a volume obtained by adding A41 to an added volume B42 on the first fixed period 51 basis is supplied. The initial introduction volume A41 as a charged volume is charged to the user of the storage system for at least 12 months. The added volume B42 is not charged for the first fixed period 51 after introduction regardless of whether the added volume B42 storage system is used or unused. The added volume B42 is charged after the fixed period 51 elapses.

A charged volume 44 is reviewed on the fixed period 51 basis, and a monthly charged cost is decided based on the volume 44 and a predetermined volume unit cost per month. Used percentages  $\alpha\%$  and  $\alpha'\%$  indicate ratios of the used volume excluding the initial introduction volume A41 after the fixed period 51 to the added volume B42. In the presence of an unused volume after the fixed period 51, the charging percentage to the unused volume is  $\beta\%$ .

In the charged volume 44, when it is confirmed that the whole added volume B42 is used after the fixed period 51 elapses,

the initial introduction volume A41 and the whole added volume B42 are charged. When there is an unused volume of the existing added volume B42 after the fixed period 51 elapses, the total percentage obtained by adding "the used percentage  $\alpha\%$  at the point" to "a value obtained by multiplying the unused percentage of the added volume B42 by a certain percentage  $\beta\%$ " is charged for the next fixed period 51. The initial introduction volume A41 is also charged. After the fixed period 51 elapses, the added volume B42 for the next fixed period 51 is added. In the same manner, the added volume B42 added is not charged for the next fixed period 51, and is charged after the next fixed period 51 elapses.

The volume construction and the charged cost are reviewed on the fixed period basis. The user can add optimal hardware at the point. For example, a large-volume disk or a large-volume cache memory which has not been produced at the contract can be mounted.

In this embodiment, in FIG.6, the owner of the storage system rents the storage system to the user for 3 years, the initial introduction volume A41 is 1TB (tera byte), the added volume B42 on a fixed period basis is 1TB, and the fixed period 51 for performing volume addition and review is 6 months. FIG.6 also shows that the used percentage  $\alpha$  for first 6 months is 0%, the used percentage  $\alpha'$  for the next 6 months is 10%, and the fixed charging percentage  $\beta\%$  to the unused percentage is 20%.

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The values are one example, and the values are varied by the previous arrangement of the owner and the user of the storage system.

With FIGS.6 and 7, the flow and the specific example of the charging method to the storage system will be described.

In the present invention, the owner and the user of the storage system make a volume plan for several years since supply of the system and conclude a renting and borrowing contract of the storage system. By way of example, in a three-year volume plan, the initial introduction volume A41 is 1TB, the volume and cost review period 51 is 6 months, and the added volume B42 on a fixed period 51 (6 months) basis is 1TB. When there is an unused volume after the fixed period 51 (6 months) elapses, the charging percentage to the unused volume is 20%. Assuming that the user uses the storage system for at least 3 years, it is desirable to conclude the contract. At the contract, a monthly charged cost is decided. At this time, 1TB of the initial introduction volume A41 as a charged volume is charged for at least 12 months. 1TB of the added volume B42 is not charged for first 6 months after introduction regardless of whether the added volume B42 is used or unused. It is charged after 6 months elapse. (STEP S1).

The user orders to the owner of the storage system a storage system having a total volume of 2TB of the initial introduction volume 1TB and the added volume 1TB for the next 6 months. The

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owner who has received the order ships a system of the construction for setup and rents it to the user. At this time, the owner constructs and sets the system so that the user automatically notifies the use starting of the added volume. For rental, the storage system includes, not only a disk drive, but also hardware required for the next 6 months (a disk drive, a housing mounting the disk drive, a cache memory, a storage medium to construct the storage system, a controller, a host interface, a relay between the storage systems). (STEP S2)

The user starts using the storage system, and the owner starts charging for the storage system. For the first fixed period 51 (6 months), 1TB of the initial introduction volume A41 is a charged volume. (STEP S3)

The used volume of the user can be expanded into a given period by the user within the range of 1TB of the previously-mounted added volume B42. When the previously-mounted added volume is started to use, the on-demand flag may be reset. The storage system has means for notifying to the owner that the user starts using the added volume B42. When the user resets the on-demand flag, the use starting information is notified to the owner, and the owner can recognize the use starting. The user uses the operation panel connected to the storage system to display the used volume, and can always confirm the used volume. (STEP S4) (STEP S5)

When the used volume of the fixed volume 51 (6 months)

is insufficient in 1TB of the added volume B42, another addition is performed. The addition including the volume with the added equipment is completed. After completion of this addition, irrespective of the used volume, the initial introduction volume A41 and the added volume B42 are committed as the charged volume for 12 months. The added volume in excess of this is not charged. When it is not insufficient, the use is continued. (STEP S 6) (STEP S7) (STEP S8)

Each time the fixed period 41 (6 months) elapses, the charged volume 44 is reviewed.

The owner and the user of the storage system discuss deciding a use fee based on the charged volume 44 and the monthly volume unit cost to conclude a contract to change the use fee. In the charged fee 44, when it is confirmed that the whole 1TB of the added volume B42 is used after 6 months elapse, the total volume of 2TB of 1TB of the initial introduction volume A41 and 1TB of the added volume B42 is charged. 1TB of the added volume B42 is added so that the mounted volume of the storage system is 3TB. (STEP S9) (STEP S10) (STEP S11)

On the other hand, when 1TB of the existing added volume B42 is not used at all after the fixed period 51 (6 months) elapses, that is, when the used percentage is 0%, a percentage obtained by adding "the used percentage 0% at the point" to "a value obtained by multiplying the unused percentage (100 - 0)% of the added volume B42 by the charging percentage 20% to the unused

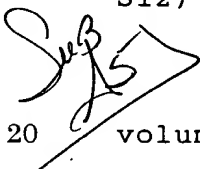
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volume decided at the contract" is charged to 1TB of the added volume B42 for the next 6 months. In other words, "1TB of the initial introduction volume A41" + "1TB of the added volume B42 X (0% + (100 - 0)% X 20%)" makes "1TB + 1TB X 0.2 = 1.2TB".

5 After the next fixed period 51 (6 months) elapses, when the used percentage is 10% in 1TB of the exiting added volume B42, the same calculation is performed. The total charged volume for the next 6 months is "the initial introduction volume 1TB" + "the added volume 1TB X (10% + (100 - 10)% X 20%)" makes "1TB + 1TB X 0.28 = 1.28TB".

When the unused volume of the added volume B42 is large, addition of a new added volume is not performed in this example. Without being limited to this, it may be decided based on the user's use volume increase intension for the next 6 months.

15 Thereafter, the user uses the storage system based on a new contract, and the owner charges for the charged volume after review to review it on the fixed period 51 (6 months) basis (STEP S12)

20  The disk volume is described above as an example. The cache volume and other elements to construct the storage system (a housing mounting the disk drive, a storage medium constructing the storage system, a controller, a host interface, and a relay between the storage systems) are reviewed on the fixed period basis and are added for reflection on the charged cost.

25 The used volume is described with the case that it is

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charged after the fixed period elapses. Upon notification of the use starting to the owner, the charged cost may be changed. When there is an unused volume after the fixed period elapses, the charging percentage to the unused volume is 20%. This value is arranged between the owner and the user, and the whole unused volume may be charged. The money amount more than the owner's depreciation may be charged to the user as a user's burden. When the user does not use the storage system for the fixed period, the user may accept the storage system assuming that the user pays the corresponding compensation to the owner.

When the hardware constructing the storage system is doubled, the main side charges for the normal fee, and the sub side charges a cost lower than that of the main side. This allows the user to use a reliable storage system at a lower cost.

With FIGS.8 and 9, time required for volume addition and the initial investment cost of the charging method applying the present invention are compared with those of a prior art charging method.

FIG.8 shows time required for volume addition. In a prior art method 61, a system adding operation must be performed each time the volume of the storage system is needed. The system adding operation includes maintenance of power source equipment, ensuring of the installing space, planning of an introduction schedule, supply and installation of the system, connection test, and deliver of the system to the user, and a great deal of time

and fund are required. On the other hand, in the case of the storage system according to the present invention, a volume required by the user of the storage system is planned for several years, and a system with the volume more than the user's addition intension is rented. At normal 62, when the volume is insufficient, the operation panel of the installed system may be used to extend the usable volume. At review on the fixed period basis 63, the volume is reviewed, and addition of the added volume may be performed as needed.

In other words, maintenance of power source equipment, ensuring of installing space, planning of an introduction schedule, and connection test are unnecessary, so that time can be shortened largely. Labor costs involved in the addition operation are also unneeded.

FIG.9 shows initial invested volumes. In the prior art method, the user of the storage system plans a volume required for several years to meet a rapid increase of volume demand, and the volume must be purchased or borrowed at one time. In other words, the mounted volume of the system and a charged volume 71 are the same as an initial invested volume 72. A great deal of fund is required, and the investment burden is large to a user having a weak financial strength. On the other hand, in the present invention, a mounted volume 73 of the system is more than the user's addition intension, and a charged volume 74 is smaller than the mounted volume 73. An initial invested

volume mounted volume 75 may be only the initial introduction volume, so as to reduce the initial investment.

FIG.10 is a hardware block diagram showing one example of the storage system 10 for realizing the above-mentioned embodiment.

The storage system 10 is provided with the storage controller 13 connected to a server or a host computer (hereinafter, called a server) and a storage system 110 consisting of a plurality of storage devices 111 for storing data from the server. The storage controller 13 consists of the next control unit or memory in order to control transferring data from the server to the storage system 110. A channel control unit 101 is connected to the server and responds to requests from the server. The channel control unit 101 transfers data transferred from the server to a cache memory 106 and transfers data stored in the cache memory 106 to the server. The channel control unit 101 incorporates a microprocessor (called an MP) 102 for performing these controls. A plurality of the channel control units 101 are mounted so as to be connected to a plurality of servers. A disk control unit 103 controls transferring and storing data from the server stored on the cache memory 106 to the storage device 111 and transferring data stored on the storage device 111 to the cache memory 106. The disk control unit 103 is equipped with a microprocessor 104 (called an MP) for performing these controls. A plurality of the disk control

units are provided to expand the storage volume. The disk control unit 103 performs RAID control for making data redundant and storing the same.

The cache memory 106 is connected to the channel control unit 101 and the disk control unit 103, and temporality stores data from the server or data from the storage device 111. A shared memory 107 holds information of all the controls performed by the storage controller. The process is performed while the MPs of the channel control unit 101 or the disk control unit 103 accesses the shared memory 107.

An SVP 108 maintains the storage controller 13 and the storage system 110. In the SVP 108 of a large storage system, a generally used personal computer is used. The SVP 108 is connected to the MPs 102 of the channel control units 101 or the MPs 104 of the disk control units 103, instructs maintenance, and monitors the current failure of the storage controller. The SVP 108 and the MPs 102 and 104 are connected in an internal LAN. The numeral 109 in the drawing denotes a LAN port for connecting the external display terminal.

The relation to correspond the hardware construction of FIG.10 with the above-mentioned FIG.1 will be described hereinbelow. The used volume management part 14 of FIG.1 is performed by the MPs 102 and 104 of the channel control units 101 and the disk control units 103 of FIG.10. The operation part 15 of FIG.1 is performed by the SVP 108. The disk drive 11 and

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the disk drive 12 more than the user's increase intension consist of the storage device 111. The management table of FIG.2 is stored into the shared memory 107. The information management table example by users of the storage system shown in FIG.5 is stored into the shared memory 107.

FIG.11 shows the connection relation between the storage system 10, a user's display terminal 203 referred and set by the user, and an owner's display terminal 204 referred by the owner for charging management. The storage system 10 is installed in the user site of the storage system and is interconnected by LAN 201 in the user site. The LAN 201 is connected to Internet 202. The LAN 201 connected to the Internet 202 is actually protected by security such as a firewall. The user's display terminal 203 is connected to the storage system 10 via the Internet 202 and the LAN 201 so as to instruct, to the storage system, confirmation of the use state and used disk drive volume addition (hereinafter, called addition). The owner's display terminal 204 is connected to the storage system 10 via the Internet 202 and the LAN 201, and receives notification of the addition instruction performed by the user for charging management. The line 20 of FIG.1 corresponds to the Internet 202. The information display terminal by users 30 of the storage system of FIG.1 corresponds to the owner's display terminal 204.

Using the construction shown in FIG.11, a flowchart of

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the operation of the user's display terminal 203, the owner's display terminal 204, and the storage system 10.

FIG.12 is a flowchart of the user's display terminal 203. Step 302 is a step for inquiring the current use state. The screen example is shown in FIG.15.

Here is shown the screen for inputting a product type name 601 and a production number 602 of a product to be confirmed its use state, and a user support ID 603. The user support ID 603 is an ID for identifying the user and is the same as the user ID shown in FIG.5. After input, an inquire button 604 is selected to access the targeted storage system and to require information acquisition. Step 303 of FIG.12 is a step for displaying information acquired from the storage system. The screen example is shown in FIG.16.

FIG.16 shows the screen example for displaying the inquired use state. The numeral 701 denotes an area for showing the inputted system and the inputted user ID in step 302. The numeral 702 denotes an area for displaying the current use state. Here, a basic volume, an excessive used volume, an unused volume, and a contract period are displayed. The contents are only an example, and data shown by the table structure of FIG.5 may be displayed. An add button 703 is a button to increase the used volume. When this is selected, the process continues to step 304.

Step 304 of FIG.12 is a step for inputting an addition

5 Step 305 of FIG.12 is a step for performing an addition instruction to the targeted storage system. The addition instruction is transmitted to the storage system together with the previously inputted volume. Based on the volume inputted on the storage system side, the addition process is performed to send the result. Step 306 is a step for displaying the result processed on the storage system 10 side. The screen example may be the same as that shown in FIG.16. This allows the user to confirm whether the addition instruction result is reflected.

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In step 405, the addition result including the current latest use state such as the volume increased is sent to the user's terminal 203. In step 406, the addition notification is reported to the owner's terminal 204. Step 407 is executed when the request is a use state inquiry. In step 407, a used volume is calculated based on the user support ID transmitted from the user's terminal 203. In step 408, the calculated result is sent to the user's terminal 203.

FIG.14 shows a process flow of the owner's terminal 204. In step 501, whether there is an addition request from the storage system or not is checked. When there is not such a request, the addition request is waited. When there is an addition request, step 502 is executed. In step 502, the validity of the user support ID sent from the storage system 10 is checked. In step 503, the validity of the product number sent from the storage system 10 is checked. As a result of steps 502 and 503, when they are not valid, the notification is sent immediately to the storage system 10, and the display of the notification that the volume addition is impossible is transferred to the user's terminal 203. In step 504, the customer charging table managed based on the user support ID is updated. The customer charging table, not shown, is a normal customer database. When new charging occurs by the addition instruction, charging calculation is performed based on the volume added from the instruction date for charging and payment to the customer.

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Furthermore, according to the present invention, the owner of the storage system can promote expansion of the user's used volume and increase frequency. It can be expected that the user's future disk demand and potential volume demand are dug up, leading to business.